MOTOROLA *SOLUTIONS*

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Motorola Solutions Technical Notification (MTN)

TITLE: Geographical Adjacent Site Wizard in the UNC Wizard does not work correctly

TECHNOLOGY: ASTRO 25

SYMPTOMS:
1. Since the system was upgraded from 7.16 to 7.18, Geographical Adjacent Site Wizard in the UNCW does not work. After launching Geographical Adjacent Site Wizard, the user can see the towers, hover over them and see the information, but when double clicking on it, the screen goes blank. It should turn yellow and all adjacent sites should turn green.
2. The same situation occurs on 7.17.3 after fresh install.

MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
ASTRO 7.18 (UNC-Astro-07.18.00.47-01)

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement

ROOT CAUSE / DEFINITIVE TEST:

Root Cause:
Wrong URI due to lack of URI encoding for parameters referenceZoneId and referenceSiteId.
It results in an error 400 (Bad Request) response from the server, which cannot interpret malformed JSON.
Definitive test:
1 Launch the Geographical Adjacent Site Wizard in UNCW.
2 Double-click on the site you wish to update.
3 See blank screen. (Normally this action causes the selected site to become the reference site and turn yellow)
4 Find log */var/log/mot/tomcat_ localhost_access_log.<date>.txt*
5 Log should contain similar line: *10.1.233.188 - - [03/Dec/2020:08:10:43 -0600] "GET null null" 400 -*

WORKAROUNDS AND CORRECTIVE ACTIONS:
1. **Localize file** /opt/Motorola/tomcat/webapps/UNCW/src/systemConfiguration.js
2. **In function** _getAdjacentSites(site) **replace line**
   var jsonToPass = 'json={"referenceZoneId":"' + site.zoneId + '","referenceSiteId":"' + site.siteId + '"}';
   with new line:
   var jsonToPass = 'json=' + encodeURIComponent('{"referenceZoneId":"' + site.zoneId + '","referenceSiteId":"' + site.siteId + '"}');
3. **In function** _submitAdjacentSites(sitesToUpdate) **replace line**
   var jsonToPass = 'json=' + jsonAdjacentSites;
   with new line:
   var jsonToPass = 'json=' + encodeURIComponent(jsonAdjacentSites);
4. Log into UNCW, it should work correctly.

RESOLUTIONS AND REPAIR PROCEDURES:
Upgrade to a newer version of UNC, which contains a fix for this issue.
(version UNC Astro-07.18.00.77-00 and later)

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.
To obtain software:
1) Initiate a software request case through Motorola Solution, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
2) Await confirmation email from Motorola Solutions Software Factory with instructions
3) Complete the Motorola Solutions Software Factory Software Order Form:
   a) Reference **MTN-XXX-XX-XX** in the 'Reason for Software/Hardware Change' section of the software order form.
   b) List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE)" below) in the 'Part # or Version #' section of the software order form.
4) Email completed Software Order Form to MSSF for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):
Software:
- UNC Astro-07.18.00.77-00 (KC877L0AT000718007)
- UNCDS Astro-07.18.00.77-00 (KC877L0AT000718057)
or later versions

ADDITIONAL INFORMATION:
N/A

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
System releases: A7.18
CSA System: Installation / Upgrade – see *Upgrading Linux-Based Virtual Machines* section in the *Private Network Management Servers* manual.

WHEN TO APPLY RESOLUTION:
After reboot __
After (re)installation __
After upgrade __
After power cycle __
After database restoration __
After failure __
On FRU replacement __
During maintenance __
Immediately __
As instructed _X_
Information only __

LABOR ALLOWANCE:
This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support center
https://www.motorolasolutions.com/en_us/support.html

MOTOROLA *SOLUTIONS*

Motorola Solutions Software Factory

Software Order Form
Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		

Form Completed by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax Number	_____	Fax Number	_____

SECTION 2: Order Information

Product Type: _____   Serial Number _____

Reason for Software / Hardware Change:
Downgrade? If so, list current and target releases.   _____

Software / Hardware Description: _____

Part # or Version # _____   Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____   Bill To: _____

_____   _____

Email: _____   _____

Attn: _____   Attn: _____

Phone: _____   Phone: _____

Customer Billing   **Internal Billing**

P.O. #: _____   PROJECT #: _____

CUST #: _____   FSB #: _____

TAG #: _____   DEPT #: _____

APC #: _____

Software Order Form

Motorola Solutions Software Factory   Phone Number: (800) 221-7144

° This form has been sent to you because you have requested an order from
 the *Motorola Solutions Software Factory* Team.

° Please fill out the order form and email back to the *Motorola Solutions Software Factory*
 Team

° If desired, please provide your email address on the order form
 and we will provide a tracking number when your order ships for your convenience.

° Orders will normally be processed in 3-5 business days once all information has been
 received.

° If additional space is required for software information, please use the optional addendum on
 page 3 below in addition to the original order form. This form is for use with large orders with
 multiple part numbers.

NOTE:

1) If this is SSA CUSTOMER please order via Motorola factory order.
2) Limited Liability is Implied to the maximum of order amount.
3) Price quotes provided by SCHSWF are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity:

Software Description

Part# or Version #

Quantity: